

## Meeting Agenda

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### Washington Health Benefit Exchange Navigator Program Technical Advisory Committee

July 10, 2012  
9:30-11:00am

Health Benefit Exchange  
Teleconference Only  
1-888-850-4523; Participant Passcode: 792767

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<i>ID</i>	<i>Topic</i>	<i>Facilitator</i>	<i>Time</i>
1.	Welcome and introductions	Michael Marchand	9:30
2.	Discuss purpose	Michael Marchand	9:35
3.	Overview of Navigator program	Michael Marchand	9:45
4.	Discuss Navigator criteria	All TAC Members	10:00
5.	Next steps	Michael Marchand	10:45
6.	Next meeting and adjourn	Michael Marchand	11:00

The Navigator Program TAC will consider all matters on the agenda plus any items that may normally come before them.

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Materials posted at: <http://www.hca.wa.gov/hcr/exchange/ntac.html>

## Meeting Notes

ID	Notes	Action Items
1.	Michael Marchand conducted a roll call of members. TAC members present included Pam Cowley, Rhonda Hauff, Devon Love, Vicki Lowe, Michelle Sarju, Lara Welker and John Hamje. Sofia Aragon was absent.	
2.	Michael noted that the purpose of the Navigator TAC is to provide expertise, experience and professional perspectives related to developing the Exchange Navigator program. Items for discussion are passed down from the Board and requested to be considered by the TAC. The TAC will deliberate and provide comments to the Board Policy and/or Operations Committees. All TACs are ad hoc committees that are created and disbanded as issues come up and are resolved.	
3.	<p>Michael reviewed the <a href="#">Navigator overview presentation</a>. Clarifying questions from TAC members included the following:</p> <ul style="list-style-type: none"> <li>Rhonda asked whether the timeline is final. <ul style="list-style-type: none"> <li>Michael responded that Navigators need to be ready to do business by Fall 2013.</li> </ul> </li> <li>Michelle asked whether the term, Navigator, refers to an organization or an individual. <ul style="list-style-type: none"> <li>Michael explained that the term refers to an organization and there may be many Navigator representatives within a Navigator organization.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>➤ Michael to follow up on the program timeline and any urgent contingency steps.</li> </ul>
4.	<p>Michael asked TAC members to identify the most important criteria for Navigator organizations. TAC member comments included the following:</p> <ul style="list-style-type: none"> <li>Lara recommended that the policy paper, "<a href="#">Potential Roles and Responsibilities of Navigators</a>," be the starting point for criteria. She noted that five of the six recommendations outlined in the paper would serve as good criteria. Pam and Devon stated their agreement.</li> <li>Rhonda commented that Navigators need to be local and familiar with the community that they work with. She also noted that it is important that Navigators serve a diverse set of consumers in a variety of ways.</li> <li>Michelle noted that Navigator organizations will need to be trusted partners in the community that they work with.</li> <li>Rhonda commented that the lessons learned from the Apple Health outreach effort could be a resource to the Navigator program effort. She reemphasized that outreach needs to be localized. She noted that the Navigator program should pay for results but cast a wide net to have as much participation as possible.</li> </ul> <p>Michael asked TAC members to identify any criteria that might be a barrier to participation. TAC member comments included the following:</p> <ul style="list-style-type: none"> <li>Rhonda commented that certification could be burdensome for some potential Navigator organizations.</li> <li>John commented that SHIBA could be a resource for developing the Navigator training.</li> <li>Lara commented that it will be a challenge to bring some</li> </ul>	<ul style="list-style-type: none"> <li>➤ TAC to better define Navigator certification.</li> <li>➤ Michael to organize a call with a representative from Medicaid.</li> </ul>

ID	Notes	Action Items
	<p>Navigator organizations up to speed on both public and private insurance. She noted that these sectors will be much more integrated in 2014.</p> <ul style="list-style-type: none"> <li>• Rhonda noted that Navigators would also provide information and help to enroll consumers in Medicaid.</li> <li>• John asked how Navigators would refer consumers to other social services.</li> <li>• Rhonda asked whether agents and brokers could act as Navigators. <ul style="list-style-type: none"> <li>○ Michael responded that agents and brokers could be Navigators.</li> </ul> </li> <li>• Rhonda asked where the funding for the program would come from. <ul style="list-style-type: none"> <li>○ Michael responded that the Exchange Board would make that decision about the Exchange sustainability plan and that it could require some legislation.</li> </ul> </li> </ul>	
5.	Michael noted that the next meeting of the TAC would be in three weeks.	➤ Exchange staff to follow up with proposed meeting schedule.
6.	Michael noted that any additional comments could be emailed to <a href="mailto:hcahlbenex@hca.wa.gov">hcahlbenex@hca.wa.gov</a> . He asked that emails include "NTAC" in the subject line.	